



Michael R. Pence, Governor  
State of Indiana

***Division of Disability and Rehabilitative Services***  
402 W. WASHINGTON STREET, P.O. BOX 7083  
INDIANAPOLIS, IN 46207-7083  
1-800-545-7763

*Via Electronic mail*

DATE

[CONTACT INDIVIDUAL]  
[CONTACT INDIVIDUAL TITLE]  
[PROVIDER NAME]  
[PROVIDER ADDRESS]  
[PROVIDER ADDRESS]  
[PROVIDER EMAIL ADDRESS]

**Re: Provider Re-Approval**

Dear [CONTACT INDIVIDUAL],

The Bureau of Quality Improvement Services (BQIS) within the Division of Disability and Rehabilitative Services (DDRS) facilitates the re-approval process for DDRS-approved waiver providers. During the ninety (90) day window, prior to the expiration of the current approval period, providers of supported living services or supports are required to renew their status as an approved provider as outlined in 460 IAC 6-6-5. At this time, your organization is due for re-approval.

The re-approval process has been designed to facilitate discussion and review performance based data. With this letter, you will find the following attachments:

- Attachment A Summary of Provider Review Profile (PRP)
- Attachment B Listing of DDRS Services Currently Approved for the Provider
- Attachment C Provider Review Profile (PRP) – Full report
- Attachment D Re-approval Assessment

During the re-approval process, providers are asked to articulate the systems (e.g. policies, procedures, protocol, etc.) that exist, as required by 460 IAC Article 6, and how their policies, procedures, and protocols were implemented in a consistent manner, ensuring the health, safety, and welfare of the individuals they serve. Additionally, the providers will explain their specific processes for identifying problems when they occur and the procedures utilized in addressing those problems.

The Provider Review Profile (PRP) (Attachment C) is a data driven report specific to your organization. The data consists of information from complaints and incident reports. For first time re-approvals, this also includes data from the compliance evaluation review tool (CERT). The PRP is structured to provide



a comparison in multiple categories (risk areas). The summary of this information is detailed on Attachment A. The PRP allows the provider to assess their organization's data against a benchmark of relatively similar (e.g. client count and Algo levels) providers. The analysis of this data is pivotal in reviewing your organization's performance.

Following review of the PRP, the Re-approval Assessment (Attachment D) must be completed by the provider. Providers are asked a series of questions, by category, to assess how performance is monitored and how service level improvements are made based on the data. Additional questions are focused on the broader subject of providing quality care and services, including how the organization will implement changes and what corrections are necessary to achieve the desired results.

As part of the re-approval process, providers offering services that require national accreditation are required to submit the most current accreditation documentation. Indiana Code (IC 12-11-1.1-1(d) (j)) requires the following DDRS waiver program services to be nationally accredited:

- |                                               |                            |
|-----------------------------------------------|----------------------------|
| ▪ Day Services (including Adult Day Services) | ▪ Pre-vocational           |
| ▪ Community Habilitation                      | ▪ Residential Habilitation |
| ▪ Facility Habilitation                       | ▪ Supported Employment     |

On or before **[DATE 30 CALENDAR DAYS AFTER THIS LETTER]** please submit the following documents to BQIS at [BQISReporting@fssa.in.gov](mailto:BQISReporting@fssa.in.gov):

- Completed Re-approval Assessment
- Accreditation documentation including:
  - 1) Accreditation Award Letter, and if applicable to the accrediting organization, the
  - 2) Survey Report; and
  - 3) Any required plans for improvement

Once submitted, BQIS will review the completed Re-approval Assessment and will contact you on or before **[DATE 50 BUSINESS DAYS AFTER THE PROVIDER'S DUE DATE (=workdays(ProvDueDate,20))]**. Providers may be asked to meet in person or via telephone to address any follow-up questions. From that conversation, BQIS may require the submission of an addendum. BQIS will then make a recommendation to Provider Relations to re-approve **[PROVIDER'S NAME]** for 6, 12, or 36 months. Provider Relations will notify your organization of its re-approval period.

Additional information regarding provider re-approval is available on the Provider Relations webpage ([www.in.gov/fssa/ddrs/2644.htm](http://www.in.gov/fssa/ddrs/2644.htm)). Thank you for your cooperation in this process. Should you have any questions, please do not hesitate to contact me.

Sincerely,



Shelly Thomas  
Assistant Director  
Bureau of Quality Improvement Services  
402 W. Washington St.  
Indianapolis, IN 46204  
(317) 234-2764  
[Shelly.Thomas@fssa.in.gov](mailto:Shelly.Thomas@fssa.in.gov)

cc: Anne Davis, Director, Bureau of Quality Improvement Services

Attachments

## Summary of Provider Review Profile (PRP) Data

The table below indicates [PROVIDER NAME]'s data as measured against a benchmark of relatively similar (e.g. client count and Algo levels) providers in each risk category.

- Data in the *Expected Range* column indicates your organization operates comparably to its peers in the risk categories listed.
- Data in the *Below the Expected Range* or *Above the Expected Range* columns indicates your organization **does not** operate comparably to its peers in the risk categories listed.

Section I - PRP Complaints and Incidents Data			
(Risk Areas include: Complaints, Complaint Issues Substantiated, % Issues Requiring a CAP, CERT, Incidents, Sentinel Incidents, % of Incidents Made Sentinel, Behavioral Incidents, and Medical Incidents)			
<i>Below the Expected Range</i>	<i>Expected Range</i>	<i>Above the Expected Range</i>	<i>N/A</i>

Section II - PRP Incident Processing and Abuse/Neglect/Exploitation Data			
(Risk Areas include: Incidents Reported Late, Incidents Closed Late, Sentinels Closed Late, Allegations of ANE by Staff, % Substantiated, and % Staff Suspended from Duty)			
<i>Below the Expected Range</i>	<i>Expected Range</i>	<i>Above the Expected Range</i>	<i>N/A</i>

Section III - PRP Behavioral Data			
(Risk Areas include: Aggression, Sexual Assaults, Elopements, Suicide Attempts, Suicidal Thoughts/Ideations, Pica, Property Destruction, Self-Injurious Behaviors, PRN for Behaviors, Physical Restraints, Prohibited Interventions, and Arrests)			
<i>Below the Expected Range</i>	<i>Expected Range</i>	<i>Above the Expected Range</i>	<i>N/A</i>

Section IV - PRP Medication and Medical Data			
(Risk Areas include: Medication Errors, Choking w/ Intervention, Falls w/ Injury, Injuries, and Medical ER Visits)			
<i>Below the Expected Range</i>	<i>Expected Range</i>	<i>Above the Expected Range</i>	<i>N/A</i>